Telia Webbmöte

User guide

Host and meeting participants

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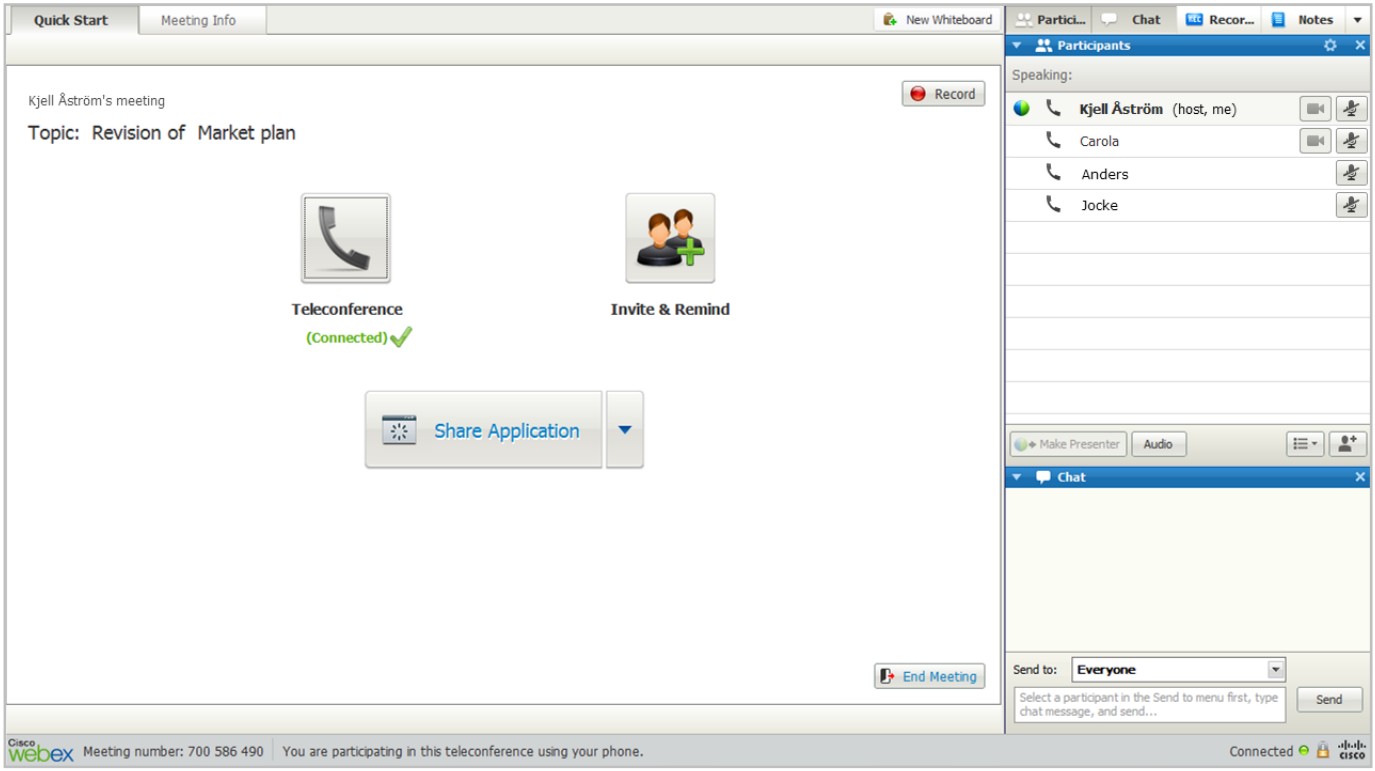
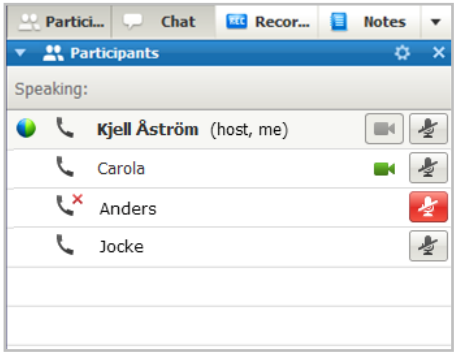
The participants panel shows the details of the meeting

Once you have started the meeting (as the host) or gone into the meeting (as a participant), you will see the meeting window on your screen.



The participants panel in the top right-hand corner of the meeting window shows everyone who is participating in the meeting. You will see your own name at the top of the list.

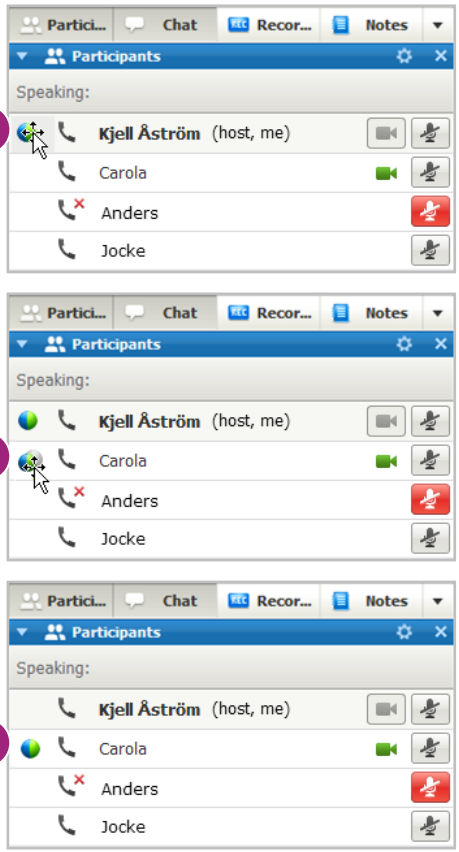


- The icon shows who has currently been appointed presenter.
- The icon shows that the person is connected to the telephone conference.
- The icon means that the person has a webcam, but that the video function has not been started. If the webcam owner clicks on this icon, the video function will start and the icon will change to the following:
- Clicking on the icon will turn off all outgoing audio and change to listener mode. The icon will then change to and the telephone icon will have a red cross . To exit the listener mode so that other participants can hear you again, click on

Make someone else presenter

This function is only available to the host or presenter.

1. The blue/green ball shows who is currently presenter. Click and drag the ball from the presenter…
2. … and release it on the person whom you want to make the new presenter.
3. You will see a check question in a dialogue box. Click on the **Yes** button, and the new position of the ball will show that the role of presenter has been reassigned.



Collaborate by sharing the contents of your computer during the meeting

The **Quick start** tab includes the **Share…** button and drop-down list. From here, you can start the following sharing options:

- Share My Desktop
- Share File (Including Video)")
- Share Application

The following table summarises the main properties of the various sharing options:

Sharing option	Function	Collaboration opportunities
Share My Desktop	The presenter's Windows desktop and all its contents are shown to all the other participants: program windows, shortcut icons, taskbar, wallpaper, etc.	• Everything that the presenter does on his or her computer can be seen by all the other participants. • The presenter can transfer control of the keyboard and mouse to another participant, who can thereby control the presenter's computer remotely. • The presenter can allow comments from other participants, who can thereby point out, draw and write text on the image of the presenter's desktop.
Share File (Including Video)")	The presenter shows the contents of a file (a text document, spreadsheet, presentation, video file, etc.) on a whiteboard, which opens in every participant's meeting window. This whiteboard includes a toolbox with annotation tools[1].	• The participant who is currently acting as presenter can use the commenting tool to point out, draw and write text[1]. • The contents of the whiteboard (the contents of the file plus the comments) can be saved as a new file[1] in PDF or UCF format[2]. The contents of the original file are **not** therefore affected.
Share Application	The presenter opens any program on his or her computer. Only the program window is shown to all participants – the rest of the contents of the presenter's screen are masked.	• Everything that the presenter does in the program can be seen by all the other participants. • The presenter can transfer control of the keyboard and mouse to another participant, who thereby has full access to all the program's functions. • The presenter can allow comments from other participants, who can thereby point out, draw and write text on the image of the presenter's program window.

[1] Does not apply to video files.

[2] The UCF (Universal Communications Format) file format is a multimedia format that has been specially developed for WebEx, the software on which Telia Webbmöte is based.

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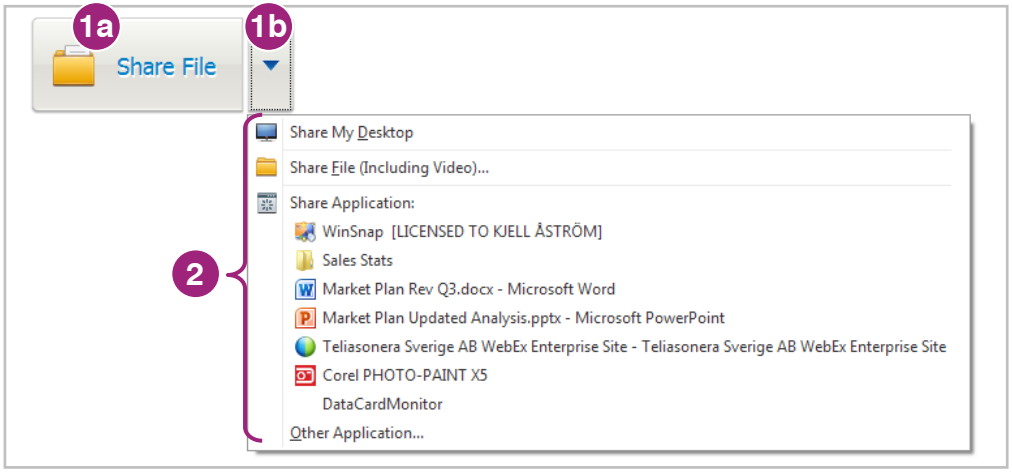
1a The button can be called **Share My Desktop**, **Share File** or **Share Application**, depending on the situation last time you closed Telia Webbmöte. If the button shows the sharing option you want to use, click on the button.

1b If you want to share something other than what the button shows, click on the down arrow to open the drop-down list.

2 Click on the desired sharing option.



Share My Desktop • Presenter

The following applies for the **presenter**:

1. Click on **Share My Desktop** and all participants will see your desktop. A green tab at the top of the screen shows that you are sharing your desktop.
2. The **Shared** label will also appear in the title bar for each open program window.

3. If you hover the cursor over the green tab, it will expand and show buttons for the following functions:
   - **Pause**. The shared image of your desktop will be frozen on the other participants' screens. You can thus carry out various actions without these being seen. When you want to resume real-time display, click on the same button which will now flash and be called **Resume**.
   - **Share**. Opens a menu containing all sharing options.
   - **Assign**. Opens a menu where you can appoint another participant as presenter or transfer control of the keyboard and mouse to another participant.
   - **Audio**. Opens the telephone conference dialogue box.
   - **Participants**, **Chat** and **Recorder**. Opens the participants and chat panels and the recorder control panel.
   - **Annotate**. Opens the annotation toolbox. Allows you to point out, draw and write directly on the image of the desktop.notes panel.
4. When you want to stop sharing your desktop, click on the **STOP SHARING** stop button.

Share My Desktop • Other participants

The following applies for **other participants**:

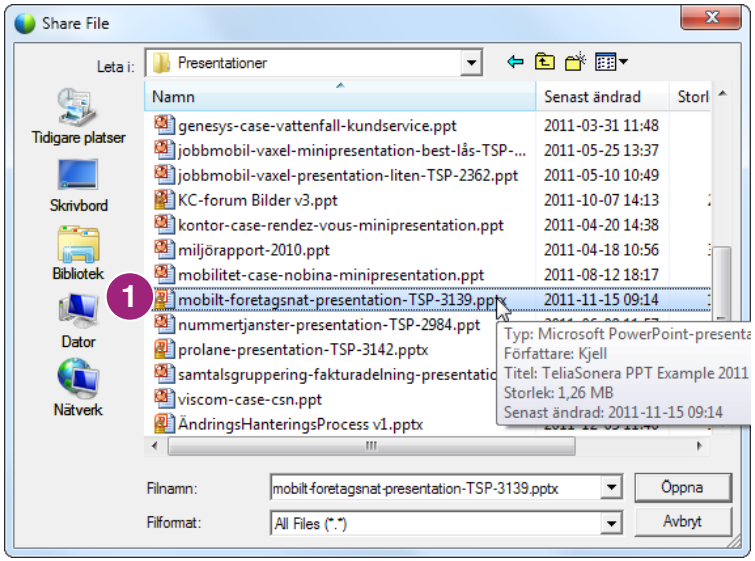
1. Once the presenter has started sharing, you will see the whole of his or her desktop. A green tab at the top of the screen shows who the owner of the desktop is.

2. If you hover the cursor over the green tab, it will expand and show buttons for the following functions:
   - **Audio**. Opens the telephone conference dialogue box.
   - **Participants** and **Chat**. Opens the participants and chat panels.
   - **Annotate**. Request access to the annotation toolbox from the presenter, so that you can point out, draw and write directly on the image of the desktop.

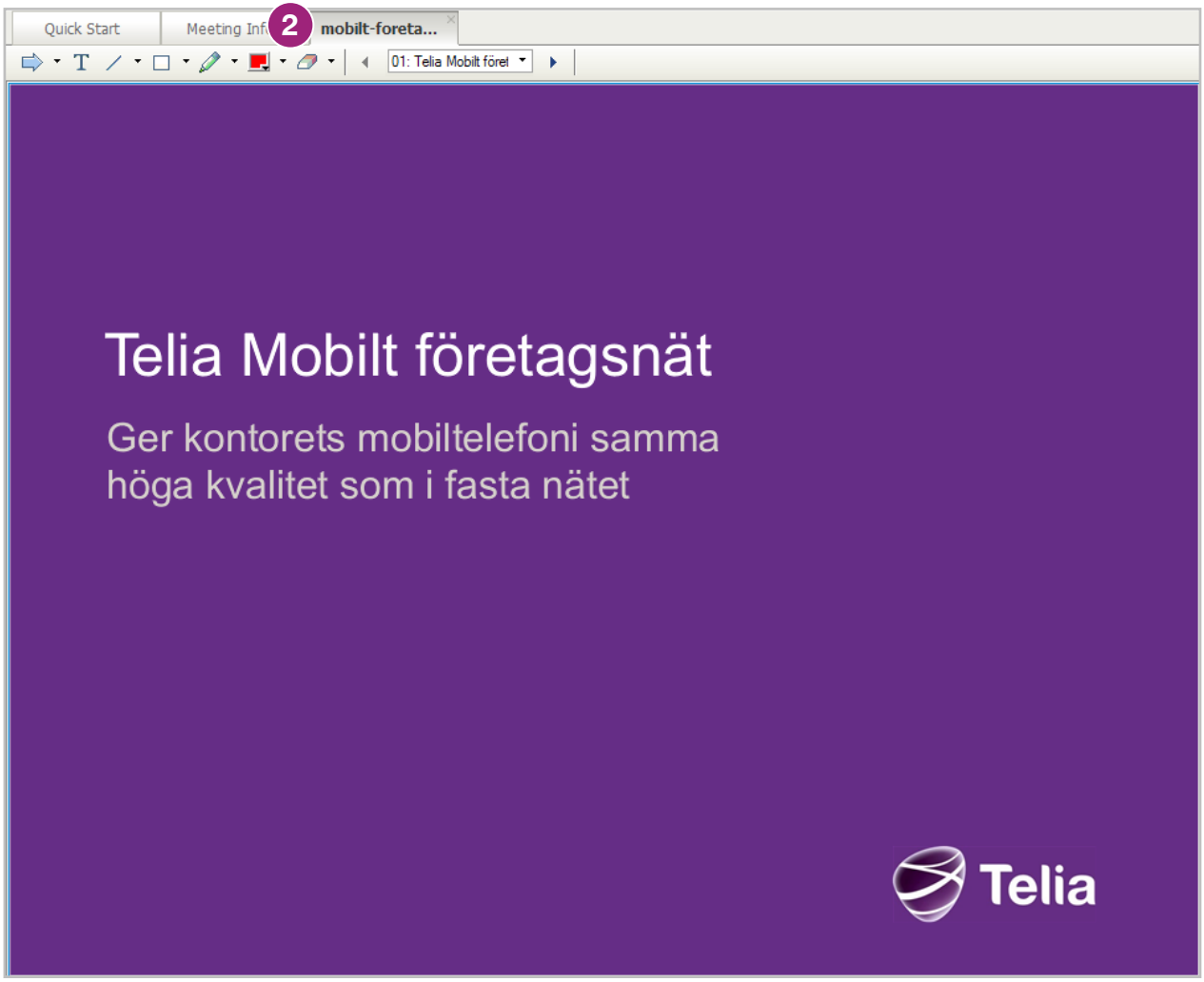
Share File (Including Video) • Presenter

The following applies for the **presenter**:

1. Click on the **Share File (Including Video)** menu option, and the **Share File** dialogue box will be opened. Find the folder containing the file, and double-click on the file name.



2 The file will be opened on a new whiteboard in the meeting window, and will now be shown to all participants in the meeting.



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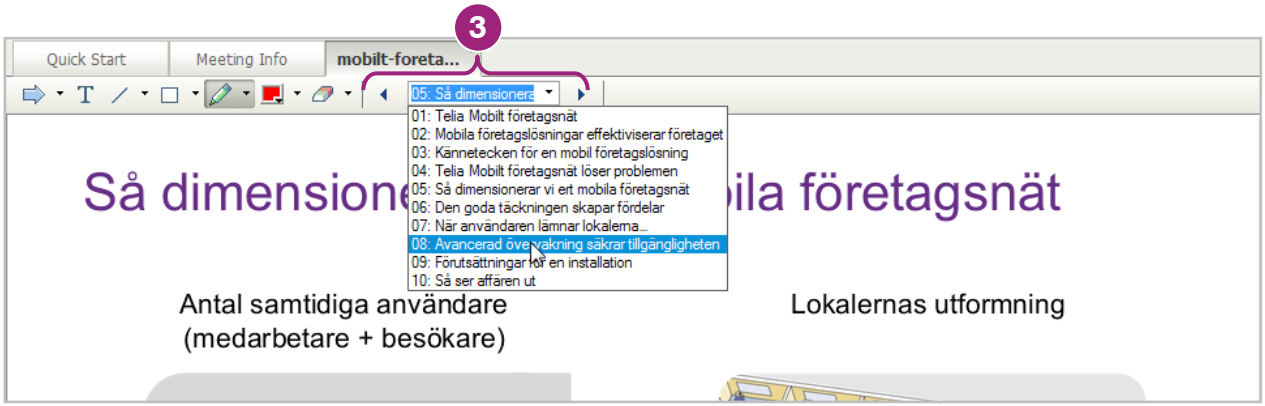
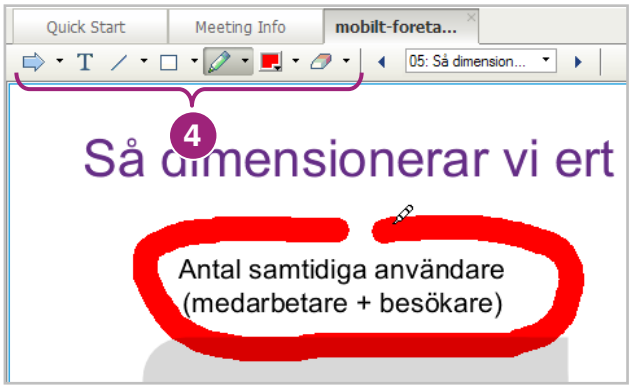
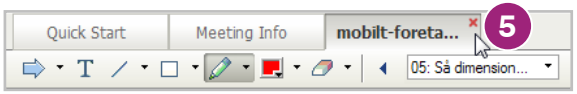
3 If the file you are sharing is a document that is divided up into pages, you can change the page using the navigation tool. You can either move forwards or backwards, or open the drop-down list and jump straight to a specific page.



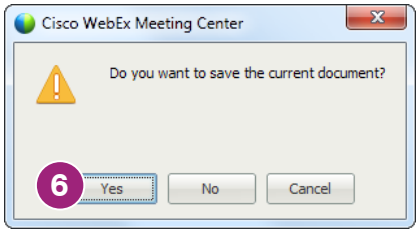
4 The toolbox enables you to write or draw on the document, e.g. to draw the other participants' attention to a particular place. If someone else wants to add notes, you must first transfer the role of presenter to this person.



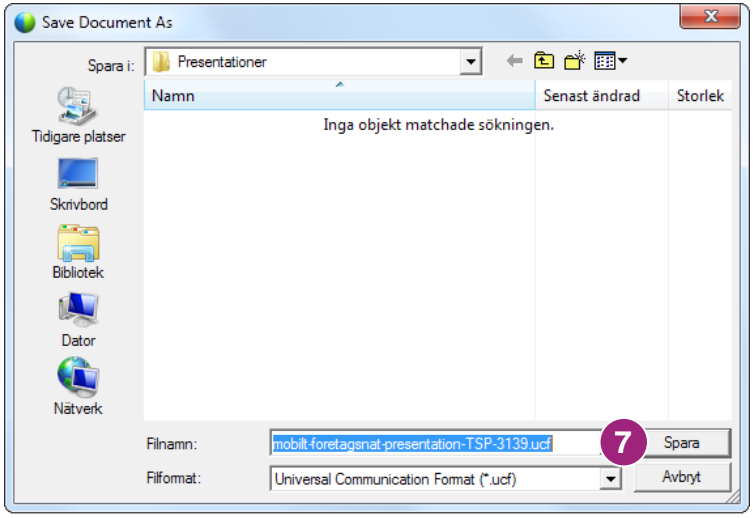
5 When you want to stop sharing, click on the little cross next to the name of the whiteboard.



6 The service opens the following dialogue box. If you want to save the document, click on the **Yes** button.



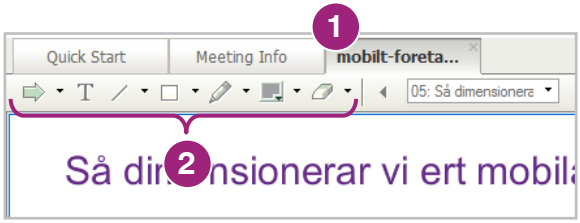
7 The contents of the whiteboard (the contents of the file plus the comments) can be saved as a new file in PDF or UCF format. The contents of the original file are **not** therefore affected. If you want to, you can enter a new file name. Then click on the **Spara** (“Save”) button.



Share File (Including Video) • Other participants

The following applies for **other participants**:

1. The file shared by the presenter opens on a new whiteboard in the meeting window.
2. The annotation toolbox is also shown, but the tools are inactive. If you want to add your own annotations to the shared file, you must first be assigned the role of presenter. A telephone conference is usually conducted as part of the web meeting, and so you can simply say that you want to be a presenter. Otherwise, you could for example make your request in writing via the chat panel.



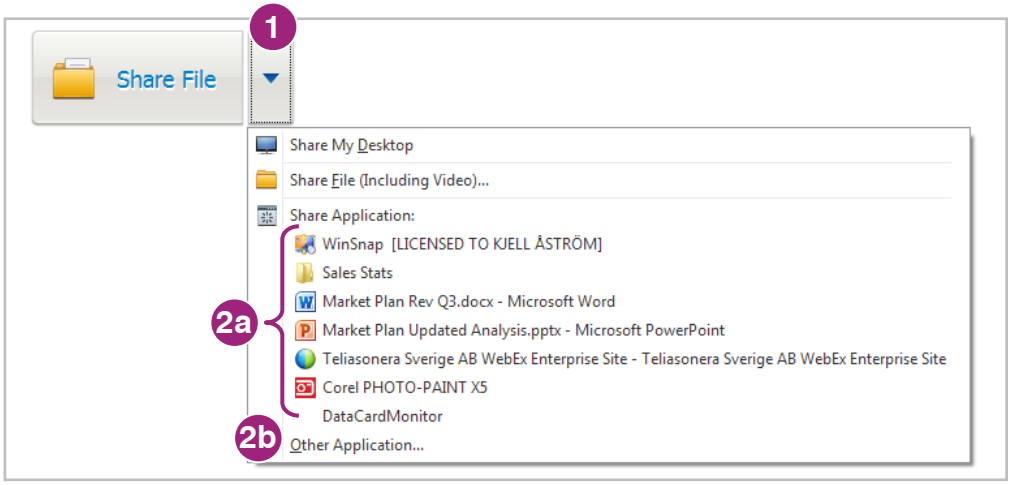
Share Application • Presenter

The following applies for the **presenter**:

1. Click on the down arrow to open the **Share…** drop-down list.

2a. If the program you want to share is in the list, click on the name.

2b. Otherwise, click on the **Other Application…** menu option. The service opens a dialogue box showing all programs installed on your computer. Double-click on the name of the program you want to share.



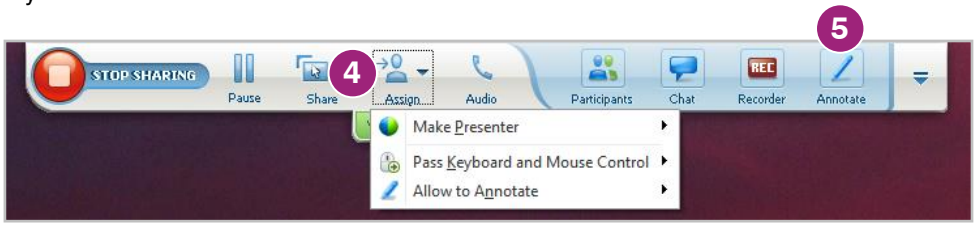
This now opens the program in the normal Windows manner, i.e. in a separate program window. You yourself will see both this program window and all the other contents of your screen. The other participants, however, will only see the shared program window.

3

The same type of expandable tab will be shown at the top of the screen as with the **Share Desktop** function. This shows the name of the shared program.

4 You can use the **Assign** button to allow other participants to participate in two different ways:

- **Pass Keyboard and Mouse Control**. This gives a participant full control of the program, enabling him or her to operate it as if it were on his or her own computer.
- **Allow to annotate**. This opens the anotation toolbox on both your own screen and the participant's screen. You can now both annotate in the program window until you close the toolbox.

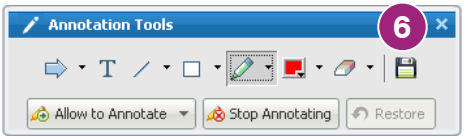


If you want to resume control of the keyboard and mouse, click anywhere on your own screen. The same applies for each participant that you have selected under the **Pass Keyboard and Mouse Control** menu – he or she can resume control by clicking on his or her own screen. In this way, you can quickly and easily swap control of the program between users.

If you want to stop a participant from being able to click to take control of the keyboard and mouse, deselect the participant under the **Pass Keyboard and Mouse Control** menu.

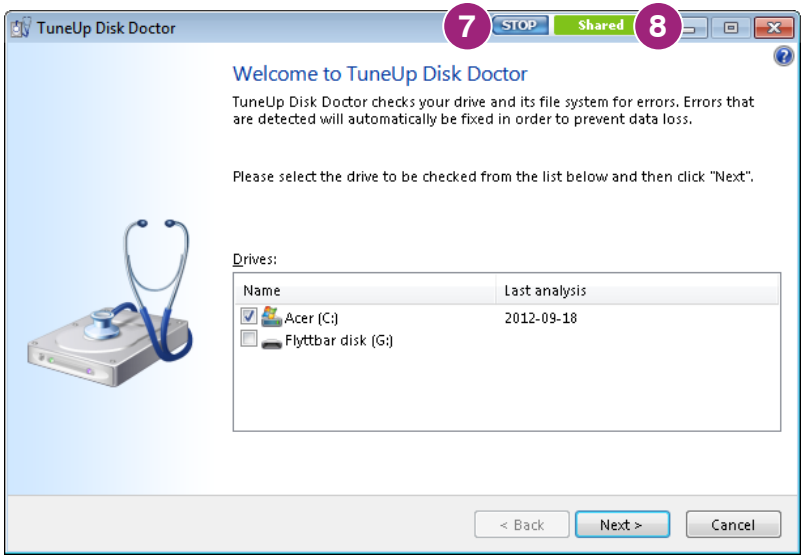
5 You can use the **Annotate** button (see the illustration above) to open the toolbox containing the annotation tools in a separate box. You can then point out, draw and write text on the program window.

6 You can save what is shown (the contents of the program window plus the annotations) as a new file in PDF format by clicking on the diskette tool.



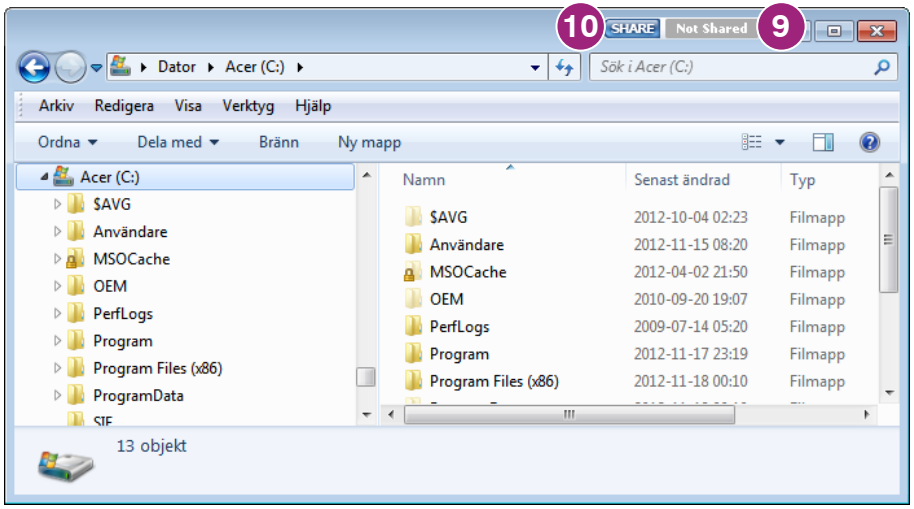
7 The title bar for the shared program's window includes the **Shared** label. You can therefore tell that this window is being shown to the other participants.

8 If you want to stop sharing, click on the **STOP** button.


TuneUp Disk Doctor
7
STOP
Shared
8
Welcome to TuneUp Disk Doctor
TuneUp Disk Doctor checks your drive and its file system for errors. Errors that are detected will automatically be fixed in order to prevent data loss.
Please select the drive to be checked from the list below and then click "Next".
Drives:
Name
Last analysis
Acer (C:)
2012-09-18
Flyttbar disk (G:)
< Back
Next >
Cancel

9 If you open more programs, or if you already have other programs running when you start sharing, the title bars for these program windows will show the **Not Shared** label. You can therefore tell that these windows are **not** being shown to the other participants.

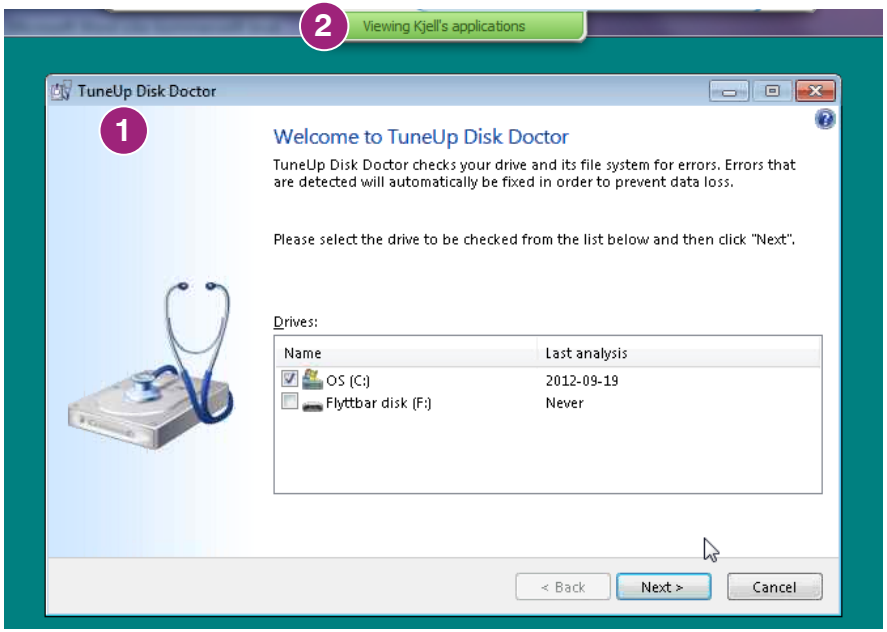
10 If you also want to share one or more of these programs, click on the **SHARE** button in the title bar of the relevant program window(s). Every shared program will be shown to the other participants.



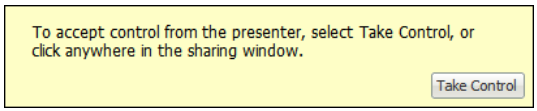
Share Application • Other participants

The following applies for **other participants**:

1. Once the presenter has started sharing, you will only see the program window for the shared program. The rest of the presenter's screen will be masked in turquoise.
2. A green tab at the top of the screen shows who is sharing the program. If you hover the cursor over the green tab, it will expand and show buttons for participants, chat, recording and annotations. This function is the same as for **Show Desktop** – see page 8.

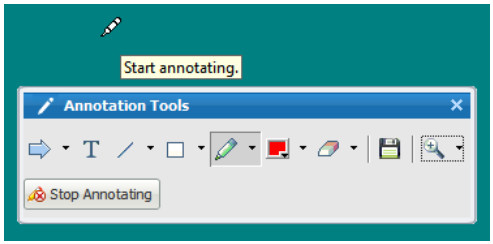

2
Viewing Kjell's applications
TuneUp Disk Doctor
1
Welcome to TuneUp Disk Doctor
TuneUp Disk Doctor checks your drive and its file system for errors. Errors that are detected will automatically be fixed in order to prevent data loss.
Please select the drive to be checked from the list below and then click "Next".
Drives:
Name
Last analysis
OS (C:)
2012-09-19
Flyttbar disk (F:)
Never
< Back
Next >
Cancel

The presenter can transfer control of the keyboard and mouse to you, giving you full control of the program and enabling you to operate it as if it were on your own computer. This is shown by the following dialogue box opening on your screen:



The presenter can resume control of the keyboard and mouse by clicking on his or her screen. As long as the presenter has you marked, you can take back control by clicking on your own screen. In this way, you can quickly and easily swap control of the program between users.

If the presenter assigns you the right to comment, the annotation toolbox will open on your screen:



You can now annotate in the program window until the presenter discontinues annotation.

Using video in the web meeting

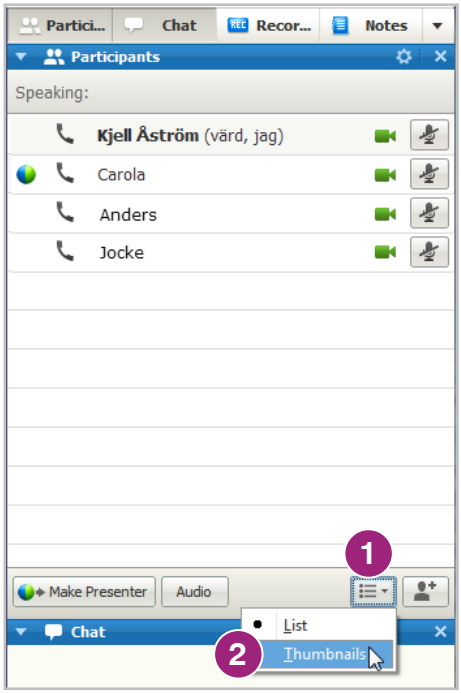
Changing view for showing participants

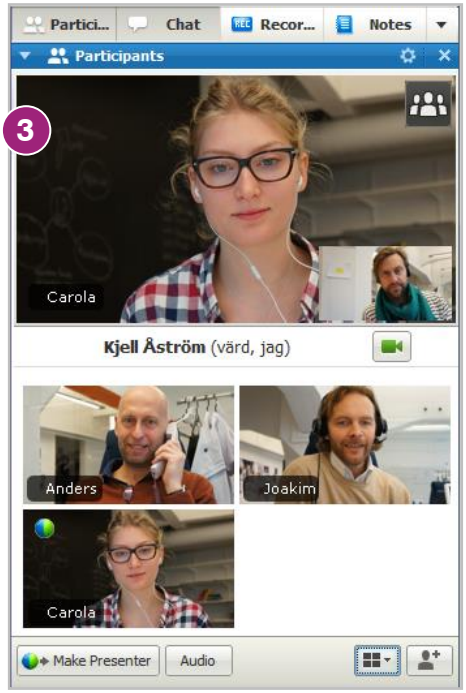
The contents of the **Participants** panel can be shown in two different ways:

- as a list of names – see the image below to the left
- as thumbnails of the participants broadcasting video – see the image below to the right

The default setting when a new meeting starts is the **List** view. To change the view:

1. Click on the view button in the lower right-hand area of the panel.
2. Select **Thumbnails** view.
3. The panel will switch to the new view.





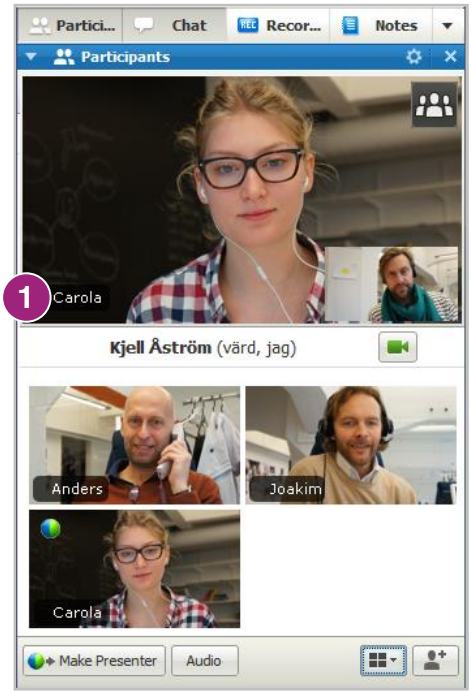
If you want to change back to the **List** view, click again on the view button.

Locking showing a certain participant

If you are the host or have the presenter role, you can select which participant should be shown in the larger box in the upper part of the Participants panel.

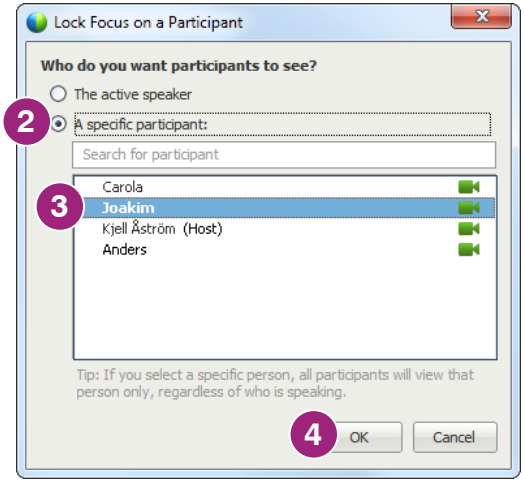
To lock who is shown:

1. Click on the name label in the larger box.



The service opens a dialogue box – see the next page.

2. Select the **A specific participant** radio button.
3. Select the participant you want to be always shown.
4. Click on the **OK** button.



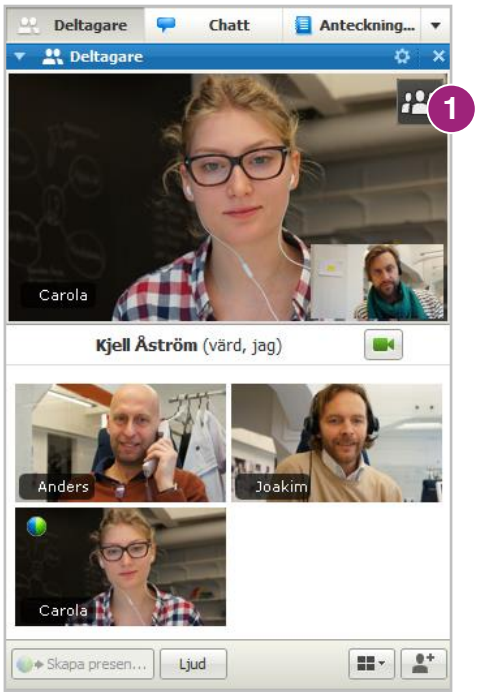
The larger box now shows the participant you selected. The padlock in the name label shows that the view has been locked to show this participant.

If you want to change this, click back on the name label to open the dialogue box.

Show everyone who is broadcasting video

If the participants' video broadcasts are more important to you than what is happening in the working area, you can re-set the video to full-screen mode.

1 Click on the button in the larger video box at the top of the participants' panel:

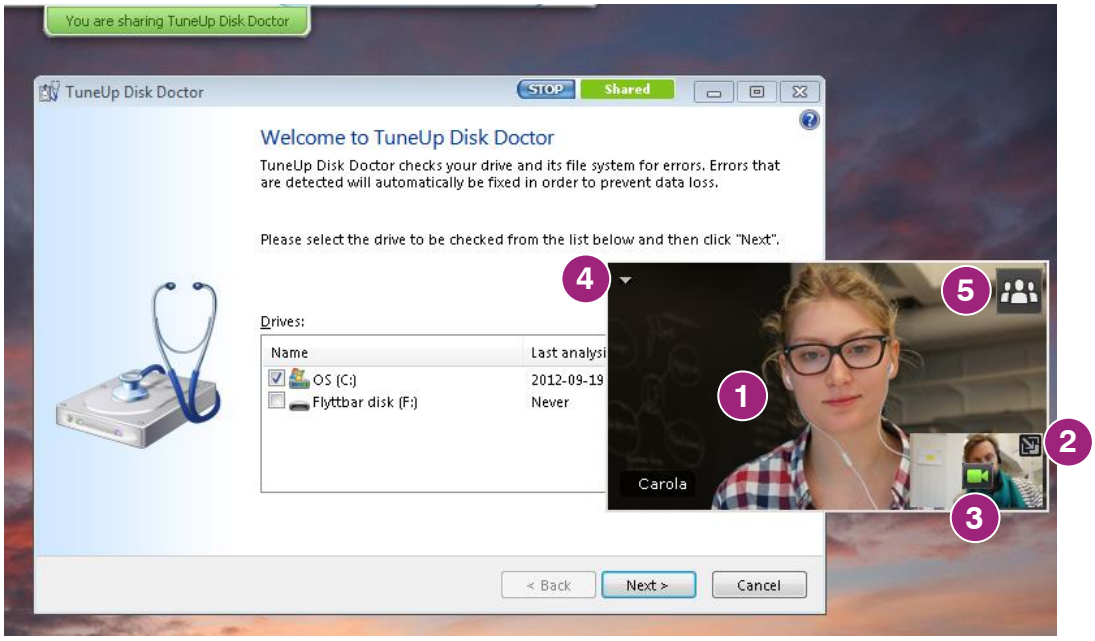


The service now switches to full-screen mode – see the next page.

2. The large video image shows either the active speaker or the person to whom the display has been locked.
3. The inset image shows you. To minimise it, click on the button.
4. Thumbnail videos from up to five other participants are shown beneath the large image. If there are more participants with video taking part in the meeting, browsing arrows are shown.
5. If you want to stop broadcasting your video or your telephone audio during the meeting, click on the **Stop My Video** or **Mute Me** button.
6. To maximise the large image to full-screen, click on the button.
7. If you want to return to showing the participants in the right-hand panel, click on **Exit Full-Screen Mode**.

Manage video display when sharing desktop or program

1. If you start sharing your desktop or one of your programs while showing video in the participants panel, the large image in the upper part of the panel will switch to a floating video window. You can
   – move the window by clicking inside it and dragging
   – change the size by clicking on one of the corners and dragging
2. The inset image shows you. To minimise it, click on the button.
3. If you want to stop or start your own video broadcast, position the cursor over the inset image and click on the camera button.
4. To hide the video box, click on the down arrow.
5. To switch to full-screen mode, click on the button.



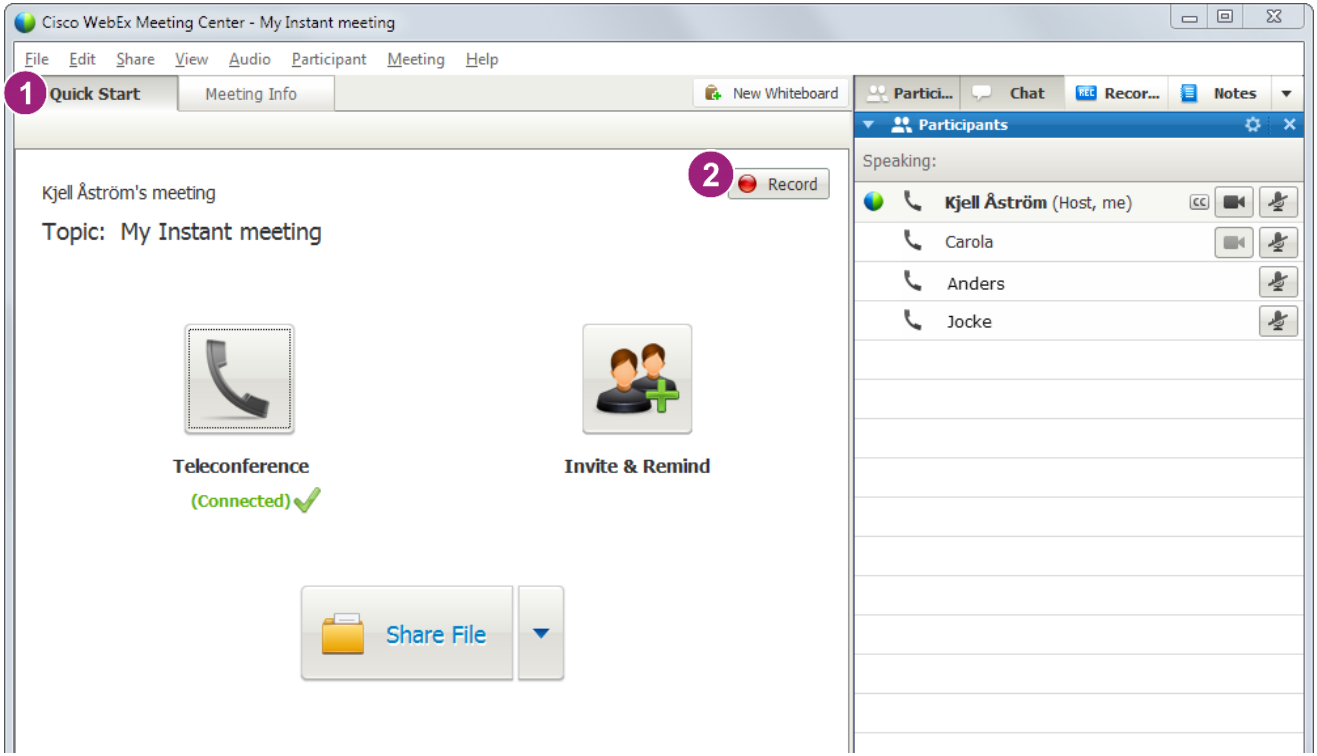
Recording and playing back meetings

Telia Webbmöte includes a function for recording meetings. Everything that takes place on-screen is recorded. If you have started a telephone conference, the audio from this will also be recorded. The results are saved on a server.

You can manage your recorded meetings via the service's administrative interface. From here, you can play back meetings and e-mail playback links to other people.

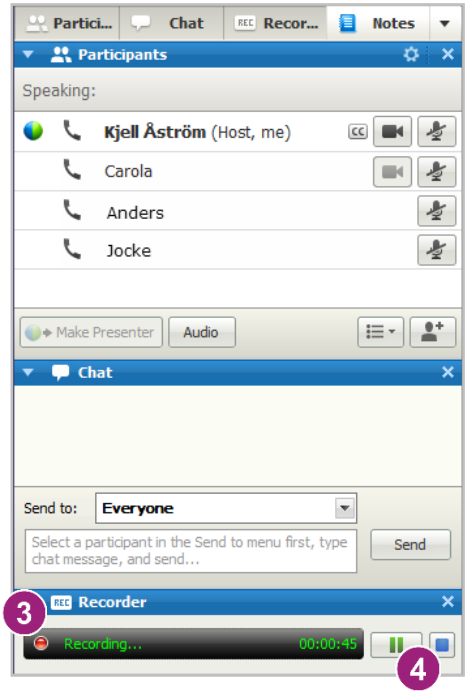
Recording a meeting

1. Open the **Quick Start** tab in the meeting window.
2. Click on the **Record** button when you want to start recording.

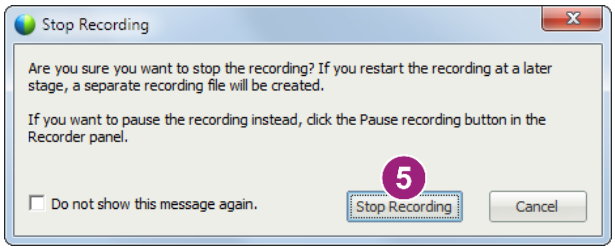


3 The service opens the Recorder panel in the bottom right-hand corner, and shows information about the current recording.

4 In this panel, you will also find buttons to pause and stop the recording.



5 When you click on the button to stop the recording, the service opens the following dialogue box. Click on the **Stop Recording** button.


Stop Recording
Are you sure you want to stop the recording? If you restart the recording at a later stage, a separate recording file will be created.
If you want to pause the recording instead, click the Pause recording button in the Recorder panel.
Do not show this message again.
Stop Recording
Cancel
5

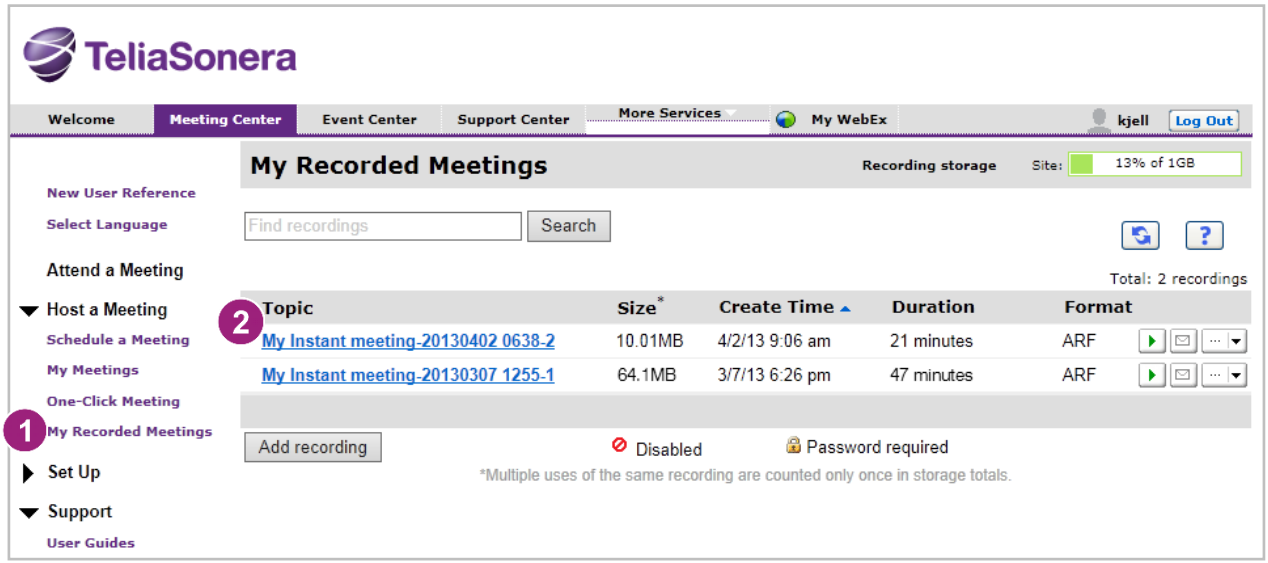
Your company subscribes to a certain maximum storage volume for recordings. Once you have used 80% of this storage volume, Telia's support team will notify the employee at your company who has been appointed as the Telia Webbmöte contact.

If the recording of a meeting in progress means that the entire storage volume is used up, the meeting host will be notified immediately. Recording of the meeting will, however, continue. In other words, you will temporarily be permitted to exceed the maximum storage volume.

Your available storage volume is not divided up evenly between the employees who have registered hosting accounts for the service. Instead, a "first come, first served" principle applies.

Managing recorded meetings

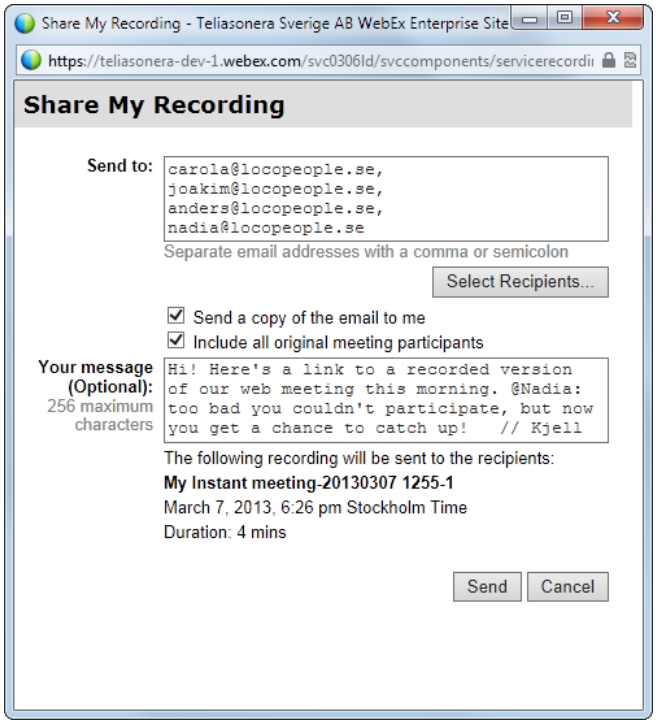
1. Log in to the service's administrative interface and click on the **My Recorded Meetings** menu option in the main menu.
2. The service lists your recorded meetings in a table. You can view information such as when a certain meeting was recorded and the duration of the meeting. **Please note!** It can take up to around 30 minutes after ending the recording before the meeting is shown in the table.



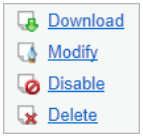
In the column to the far right, there are three buttons with the following functions:

Starts playback of the meeting. See the **Playing back a meeting** section on the next page for more details.

Opens a dialogue box from which you can send a direct link to the recording by e-mail:


Share My Recording - Teliasonera Sverige AB WebEx Enterprise Site
https://teliasonera-dev-1.webex.com/svc0306ld/svccomponents/servicerecordi
Share My Recording
Send to:
carola@locopeople.se,
joakim@locopeople.se,
anders@locopeople.se,
nadia@locopeople.se
Separate email addresses with a comma or semicolon
Select Recipients...
Send a copy of the email to me
Include all original meeting participants
Your message (Optional):
256 maximum characters
Hi! Here's a link to a recorded version of our web meeting this morning. @Nadia: too bad you couldn't participate, but now you get a chance to catch up! // Kjell
The following recording will be sent to the recipients:
My Instant meeting-20130307 1255-1
March 7, 2013, 6:26 pm Stockholm Time
Duration: 4 mins
Send
Cancel

Opens a sub-menu with the following options:

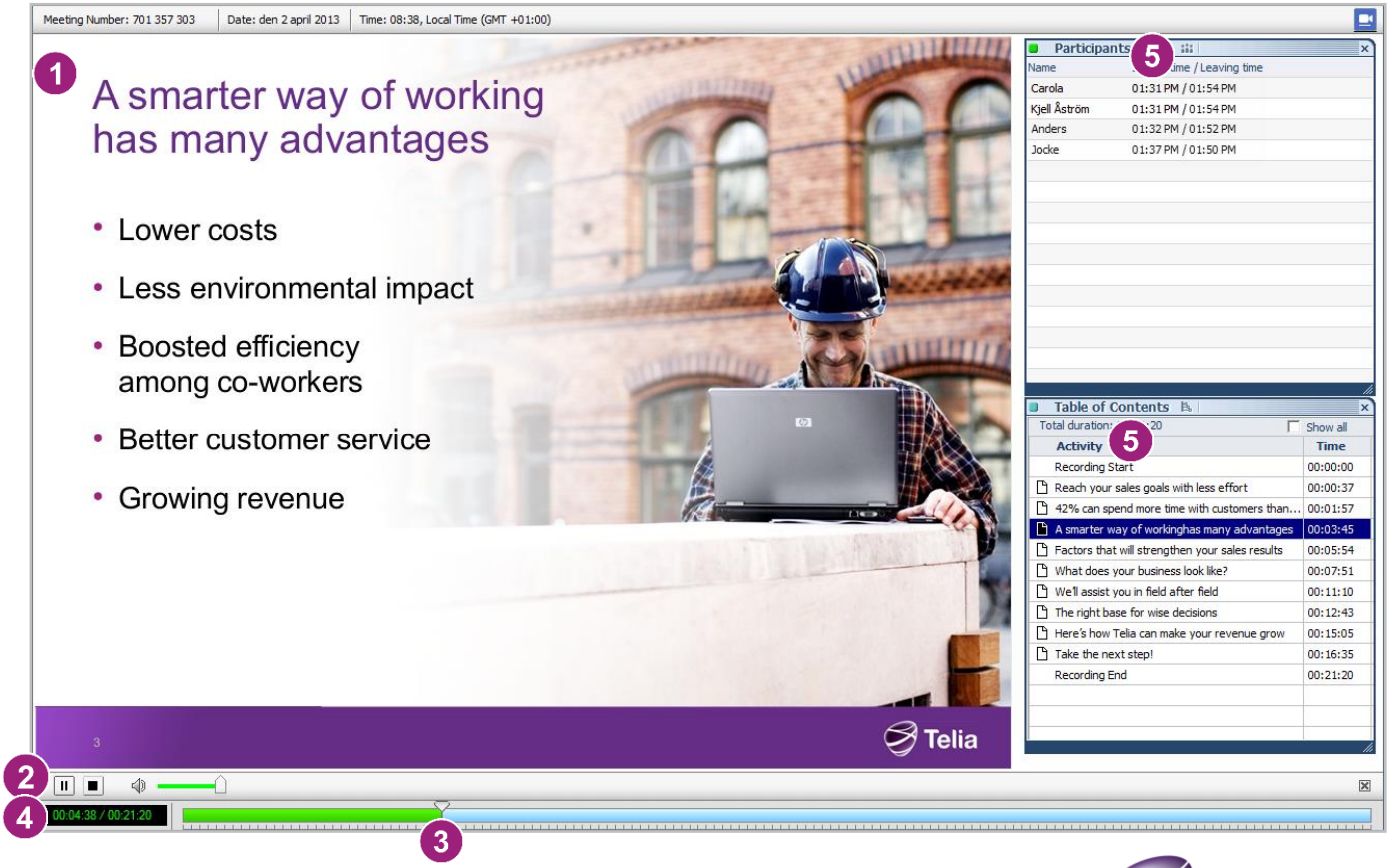


As a host, you can delete recordings of your own meetings, but not meetings hosted by someone else. If there is a need to manage all existing recordings, regardless of who has hosted them, contact Telia's customer service team.

Telia

Playing back a meeting

1. Once you have started playing back a meeting, the service opens the following playback window. The main section shows everything that took place on-screen during the meeting.
2. Here are buttons to start, pause and stop recording, and to adjust the volume.
3. The scrubber (progress indicator) shows how far playback has progressed. You can quickly move to the desired place by clicking and dragging the little triangle.
4. The exact time position of the scrubber and the total duration of the recording are shown in the black box.
5. The panels to the right show the participants and the activities during the meeting.


Meeting Number: 701 357 303
Date: den 2 april 2013
Time: 08:38, Local Time (GMT +01:00)
1
A smarter way of working has many advantages
• Lower costs
• Less environmental impact
• Boosted efficiency among co-workers
• Better customer service
• Growing revenue
Telia
5
Participants
Name
Carola 01:31 PM / 01:54 PM
Kjell Åström 01:31 PM / 01:54 PM
Anders 01:32 PM / 01:52 PM
Jocke 01:37 PM / 01:50 PM
Table of Contents
Show all
Activity
Time
Recording Start 00:00:00
Reach your sales goals with less effort 00:00:37
42% can spend more time with customers than... 00:01:57
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Factors that will strengthen your sales results 00:05:54
What does your business look like? 00:07:51
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2
4
00:04:38 / 00:21:20
3